E-Government Quarterly Report
Second Quarter FY02
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E-Government RFP Update

The first of three RFPs related to e-government will close on January 22, 2002. The Infrastructure RFP will provide a mechanism to obtain the products and services necessary to implement the initial version of the new statewide portal and grow the capability and functionality through version four in FY05. The vendor community showed a great deal of interest in the portal project during the four RFP development workshops held this past fall and the pre-bid conference conducted in December. We anticipate bid responses from several primary vendors who have partnered with a number of service-specific companies to provide a comprehensive bid for portal development, operation and hosting. The RFP development workshop panels were comprised of participants from the Department of Revenue, the Department of Economic Development, OA Budget and Planning, MOREnet, Senate and House Appropriations and the Office of the Secretary of State.

The development process for the Business-to-Business (B2B) RFP will begin in March 2002 with an anticipated award in the July/August 2002 timeframe. B2B capability will allow Missouri state agencies to conduct their purchasing transactions in a totally automated fashion. Implementing a paperless process from the initial purchase order to acknowledgement of delivery and electronic transfer of payment, savings will be realized by the state in the reduction of time, paper and errors. The solution will be fully integrated with SAM II to support the state's accounting requirements. B2B processes have already demonstrated a significant savings to the vendor community and many of the solutions are based on a fee structure financed by the vendors. At this time we anticipate the development and implementation of a B2B solution to be obtained at a low or no cost to Missouri State Government.

Development of an E-Government Solution to Assist the Disabled

Persons surviving a significant Traumatic Brain Injury (TBI) often have complex and multiple service needs requiring service and support from different state agencies. These individuals experience challenges in accessing the current state service delivery system because each state agency and program has its own intake system, different eligibility requirements, and different menu of services. Individuals with TBI may first enter the state system through such programs as Vocational Rehabilitation, Department of Health and Senior Services Head Injury Program, Medicaid, or a Regional Center for the Developmentally Disabled, then seek additional services from another agency, which requires the individual to complete another intake or application form. Often there is a delay in accessing information about services previously received and the results of those services.

A solution to this issue would be a single intake form or profile form completed once by individuals with TBI that would suffice for all agencies and to which all case managers/service coordinators would have access to information appropriate to their agency and program. The technical functionality of an e-government portal becomes the enabler of the solution. The development of an e-government solution will begin work in February with a team comprised of representatives from the Office of Administration, the Department of Health and Senior Services, the Department of Mental Health, the Department of Social Services and the Department of Elementary and Secondary Education's Division of Vocational Rehabilitation. The Department of Health and Senior Services will serve as the lead agency.

With initial funding provided by a federal grant, the TBI committee will begin determining what necessary information needs to be collected that is common across the participating agencies. This project will also be Missouri's first step in developing a statewide e-government data dictionary. In the area of application development, a data dictionary that establishes common data elements becomes critical to the seamless sharing of information across agency boundaries. This initial project will help pave the way for a statewide data dictionary that can be utilized by future e-government applications. The positive outcome is the delivery of services to citizens that takes the hassle out of interacting with a complex government entity. We'll keep you posted on future progress.

Announcing…."Rediscover Your Missouri"

Missouri's new statewide portal will share a common theme with the Division of Tourism's new marketing campaign. The common theme, "Rediscover Your Missouri," will help promote the concept of "one Missouri" to citizens accessing state government online rather than a collections of individual state agencies.

Of special interest…..what has been accomplished without specific appropriations:

- ❑ Missouri offers the electronic filing of Missouri income tax returns
- ❑ Missouri operates a community resource program - Community Connection
- ❑ Missouri offers an online job resource – Missouri Works
- ❑ Missourians in seven counties will be able to renew vehicle registrations online in January 2002
- ❑ Missouri provides a one-stop solution for new businesses' tax registration needs
- ❑ Missouri provides nursing homes and hospitals the ability to check eligibility status of applicants applying for employment
- ❑ Missouri allows courts to display their public case information over the Internet
- ❑ Missouri provides post-secondary and occupational career information on wage data and projected employment trends by state and region
- ❑ Missouri offers online initial filing for unemployment claims

E-Government FY02 Year-to-Date Financial Information

FY02 Appropriated	Expended	Balance
$2,043,615	$44,021	$1,999,594

The financial reporting format has been changed from the 1st Quarter E-Government Report to make it easier to view at a glance. Spending to-date is primarily in the areas of architecture development and personal services. Portal development, infrastructure and implementation expenditures are anticipated to begin upon award of the E-Government Infrastructure RFP.